GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2340
ANSWERED ON:03.12.2007
IMPROVEMENT IN CUSTOMER SERVICES
Ramadass Prof. M;Shiwankar Shri Maha Deo Rao

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the customer service of the Telecommunications Department is not satisfactory;

(b) if so, the reasons therefor;

(c) whether the Government has issued any guidelines to Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited to improve customer services;

(d) if so, the details thereof;

(e) whether there has been an increase in the number of cases about customer services in consumer courts;

(f) if so, the details thereof; and

(g) the steps taken by the Government to check this increasing trend of customers' complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir, Customer services of Telecommunications Department is satisfactory.

(b) Does not arise in view of (a) above.

(c) & (d) Sir, TRAI has prescribed Quality of Service (QoS) benchmark for basic, cellular and broadband services to provide efficient service to customer.

TRAI has also formulated Public Grievances Redressal Mechanism. All efforts are made to achieve the QoS parameters of TRAI.

(e) No, Sir. In fact, there is a decreasing trend of cases about customer services in consumer courts.

(f) Does not arise in view of (e) above.

(g) The steps taken by BSNL and MTNL to check increasing trend of customers' complaints are given at Annexure-I and Annexure-II respectively.